

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena, MT 59604**

**VACANCY ANNOUNCEMENT**

**May 7, 2008**

4 Page Document

---

<b>TITLE:</b>	Administrative Support
<b>POSITION NO:</b>	01910
<b>LOCATION:</b>	Human & Community Services Division, Helena
<b>STATUS:</b>	Full-Time/Permanent
<b>UNION:</b>	MEA/MFT
<b>PAY GRADE:</b>	Pay Plan 20, Pay Band 2
<b>STARTING SALARY:</b>	\$16,747 - \$20,934 annually. Depending on qualifications and internal equity.
<b>SUPPLEMENT:</b>	No

---

**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, May 21, 2008.** For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** A resume is required at time of application. The working hours are 8:00 a.m. - 5:00 p.m., Monday through Friday. Project deadlines may result in stressful working conditions and working hours may at times exceed the normal eight-hour day. Employee may encounter dissatisfied, emotionally distraught, or confused individuals over the phone and must have the ability to respond to requests in a professional manner. Some long hours of sitting in front of a computer terminal and occasional lifting storage boxes, appears, reports and supplies.

**TYPICAL DUTIES:** This position provides telephone reception and diverse administrative support to all division staff relating to routine administrative support; coordination of scheduling meetings/logistics; maintains communication with numerous filed and Central office personnel on behalf of the division; maintains and organizes filing system; maintains supplies for staff; will be the telephone receptionist for over 40 Central office staff (and route calls to 56 outlying county offices), including answering routine inquiries from the public and agency personnel and directs calls to the appropriate staff person. The incumbent performs routine clerical work, including document preparation, sorting and distributing mail, copying and filing

documents, and providing purchasing services to office staff and regional personnel. This position works under the general guidance and supervision of the Division Administrative Assistant and in coordination with division staff.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

Knowledge: Knowledge of the principles of professional office management and administration; business English, spelling, composition and grammar; and financial management.

Skills: Skill in the use of a personal computer, including word processing and spreadsheets; operation of fax, copier, calculator, and typewriter; good interpersonal communication; and must maintain effective working relationships with the public, co-workers, and other public agencies. Exceptional organizational skills a must.

Abilities: Ability to maintain accurate records; interact with the general public, including the ability to deescalate angry individuals; organize and prioritize a heavy workload and complete tasks in a timely manner; work well under pressure; manage numerous work tasks in an ongoing manner; take the initiative to solve unusual problems; function with minimal supervision; and use his or her own initiative in planning how to accomplish tasks utilizing good judgment and past experience.

**EDUCATION/EXPERIENCE REQUIRED:** High school diploma (or GED) **AND** two years of progressively responsible experience with general office and procedures. One year of general office work in post-secondary curriculum is preferred. Relevant post-secondary education can substitute for the experience on a year-to-year basis. Other combinations of training or other educational experience will be considered on an individual basis.

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (*\*Only degrees from an*

accredited college or university recognized by the US Department of Education are acceptable to meet education requirements). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and

4. A resume.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

**SELECTIVE SERVICE COMPLIANCE CERTIFICATION:** All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.